



ATTORNEY'S DOCKET NO: C0441/7166

#5/B
1-29-01
M.L.

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,232
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE ANALYSIS IN
SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents
Washington, D.C. 20231

SECOND PRELIMINARY AMENDMENT

Applicant submits herewith formal drawings for the above case, and wishes to make the following amendments to conform the drawings with the specification.

- ♦ On page ~~17~~, line 10, replace --Fig. 29-- with --Fig. 29a;
- ♦ On page ~~17~~, line 10, insert after "and" --Figure 29b is--;
- ♦ On page ~~23~~, line 27, replace reference numeral "32" with --13--;
- ♦ On page ~~28~~, line 20, replace reference numeral "(69" with --(67--;
- ♦ On page ~~28~~, line 23, replace reference numeral "32" with --13--;
- ♦ On page ~~66~~, line 15, replace "Fig. 29" with --Fig. 29b--;
- ♦ On page ~~66~~, line 16, insert after "data" --Fig. 29a--;

On page 74, line 4, replace "Fig. 39" with --Fig. 38--;



Respectfully submitted,

By: *Therese A. Hendricks*

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